



Press Release

DIGITAL BOARDWALK FINDS THE RIGHT MANAGED SERVICES PARTNER IN ZENITH INFOTECH

WARRENDALE, Penn. – Feb. 11, 2010 – The only way to differentiate services in today's highly competitive environment is to be better, faster and more reliable. Tim Shoop, CEO of Digital Boardwalk, an IT services provider based in Pensacola, Fla., believes these are words to live – and die – by and spends a good bit of his time finding ways to make that happen. With four full-time employees, Digital Boardwalk contracts with small and midsized companies to provide such IT services as offsite backups, monitoring and reporting, network and e-mail security, and administration. The company places special emphasis on the healthcare vertical market, and it is here, in particular, that Shoop sees the value of Zenith Infotech's managed services solutions.

"It is imperative that healthcare providers have zero downtime and proper redundancy," Shoop explains. "We are currently offering our Preferred Managed Services plan to these companies, using Zenith's Server Watch and Total Desktop Care solutions." With that, he says, "Clients love the fact that we are there 24/7, performing proactive maintenance at night as not to interfere with their daily bandwidth requirements."

Digital Boardwalk, founded in 2008, wasn't a Zenith Infotech partner right from the start. The company first went through a "learning experience" with another vendor of managed services solutions. Shoop tells the story: "Prior to signing with Zenith, we were locked into a contract with another MSP company. The solution wasn't hosted and we spent way too much time working on our own system instead of our customers'. After factoring in all of the potentially billable hours we spent fixing the problems with that system, the costs were astronomical. Finally, he says, "When we would call for support, they would blame the problems on us more than half the time."

"When we switched to Zenith, I was skeptical at first. But just two weeks after implementing the solution, our bottom line proved that we made the right decision. It just works! The support is fantastic and our technicians are billing more time based on opportunities generated with the Zenith solution," Shoop reports.

Above all else, he says that Zenith Infotech's outstanding and distinctive characteristic is the emphasis placed on creating mutually beneficial relationships with IT managed solution providers like Digital Boardwalk. "With affordable scalability, access to the industries greatest and most reliable tools, and a true business partnership, Zenith is essential for growth in our industry."

Noting that Digital Boardwalk's gross revenue increased 40% just five months after partnering with Zenith Infotech, Tim sees his technicians billing more, his customers enjoying better support and adds, "I'm enjoying higher revenues and greater profits. It's a marriage made in heaven!"

"I can sleep comfortably at night knowing we have a partner that is aligned for growth, and is there when we need them with solutions that just plain work!"

About Zenith Infotech

Zenith Infotech Ltd. is a leading provider of remote monitoring and management (RMM), backup and disaster recovery, and virtual help-desk solutions for managed services providers worldwide. The company's award-winning solutions enable its technology partners to scale their business without increasing their overhead.

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